

Nearly 50 years of experience in advocating and advancing the rights of Quebec citizens to receive decent and adequate healthcare services

CPM EXPRESS – OCTOBER 2023 TO AFFILIATED USERS' AND RESIDENTS' COMMITTEES AND PROTECTION SANTÉ MEMBERS

The CPM takes care of the world's number-one health rights: YOUR health rights!

**THE CPM SYMPOSIUM ON
PATIENT EXPERIENCE WAS A
SUCCESS!**

Over a hundred — experts, speakers, users and residents committee members, and family caregivers — gathered in Brossard (or online) on September 28 for the CPM's Patient Experience Symposium.



The presentations, the experts and personal testimonials by family caregivers or patient partners, chosen by the scientific committee chaired by our vice-president,

Mr. Pierre Hurteau, and the organization itself, were enthusiastically received. The whole event was a huge success worth repeating.

**AN UPDATE ON BILL 15, AN ACT
TO MAKE THE HEALTH AND
SOCIAL SERVICES SYSTEM MORE
EFFECTIVE**

Following a recent meeting with the Office of the Minister of Health, here is for you a brief update on Bill 15 proposed by Minister Dubé, as well as the CPM's requests:

Representation of users' and residents' committees in various Santé Québec bodies

The CPM deplors the fact that no mandatory seats have been reserved for representatives of users' committees or residents' committees on the Board of Directors of the new Agence Santé Québec, nor on the various vital committees of an institution, such as the institution council, the vigilance committee or the risk management committee.

- Care organization committees are being disembodied, and citizens' voices are being removed from the network.
- Even the Barrette reform was less brutal towards committees.
- **CPM requests at least two seats from users' and residents' committees on institution councils and vigilance and risk management committees.**

Comment on Sections 117 a) and 119

Users' committees have been stripped of the role of independently assessing user satisfaction. Some committee members we met are disappointed and see this as a loss of the external, impartial and benevolent viewpoint of users and their committees. The committees are being pushed aside once more.

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Comment on Sections 145 and 146

Rewrite section 145 to provide for 1) the addition of a committee when a facility is added to an institution and 2) the merger of two committees when two facilities merge. As for dissolution, this can only follow the dissolution of a facility. As for the last paragraph, its substance should be referred to section 69 and added to specify the role of the National Users' Committee in informing, through terms of reference, all users' and residents' committees of public institutions in the health and social services network of their roles and responsibilities.

Replace section 146 with "The users' committee of the Santé Québec territorial institution is made up of members delegated by and from each of the establishment's users' and residents' committees."

Comment on Section 147

A new paragraph requested by the RPCU amended section 147 to allow Santé Québec employees who are family caregivers to a person living in a facility to sit on the residents' committee of the same facility.

- The CPM is asking for the status quo (i.e., keeping the current section 209 par. 5 of the Health and Social Services Act) as it is.
- The CPM strongly opposed the amendment obtained by the RPCU. A union representative also observed and told Mrs. Ginette Desmarais that she would find herself in a conflict of interest if this proposed amendment was to be adopted.
- The CPM requests that a family caregiver working in an institution should not be allowed to become a member of any users' or residents' committee of that same institution.

Comment on Section 148

Currently, the *Health and Social Services Act* provides that the mandate of a committee member, "may not exceed three years." The new section states that this term "shall not exceed four years and may be renewed consecutively only once."

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The CPM asks that the suggested maximum term be removed; otherwise, we would lose half the current committee members. Recruiting members is already quite challenging.

Comment on Section 149

The section describes the functions shared between residents' and users' committees. The CPM proposes adding the role of assistance (instead of accompaniment) for residents' committees, i.e., "To assist, upon request, a user in any action he or she undertakes, including when he or she wishes to make a complaint under the provisions of this Act or under the Act respecting the Health and Social Services Ombudsman."

Comment on Sections 151 and 152

The CPM also continues to call for improved funding for committees, i.e.:

- (0.05% of the institution's annual recurrent budget)
- Minister Dubé promised to improve committee funding in a parliamentary committee on April 20, 2023
- At least, it should appear in a future regulation

Comment on new Section 431 concerning grants to organizations

- Replaces current section 337 of the *Health and Social Services Act*
- Can be interpreted as follows: *a single* advocacy organization would be entitled to a subsidy.
- Does it mean that the CPM would never receive subsidies from the MSSS?

Comment on the delay in processing a complaint where clinical acts are not involved (article 580 PI 15)

- The CPM is asking for a 15-day deadline instead of the 45 days (requested in our brief).
- Minister Dubé agreed to our request in a parliamentary committee.

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Comment on article 659 concerning the spouse's financial contribution when the other spouse is admitted to a CHSLD

The CPM requests that, upon admission to a CHSLD, the administration consider the often modest financial means of the spouse to determine the contribution to the lodging of the spouse admitted.

Comment on proposed section 1094

- All existing user committees would continue to exist: to be confirmed.
- CPM's proposal for a more straightforward and safer rewording of this section of the Bill:
- Users' and residents' committees existing and operating in an institution or facility before this Act's coming into force shall continue to exist with respect to that institution, facility or mission.

IMPORTANT INFORMATION FOR FAMILY CAREGIVERS

Finautonome supports caregivers by helping them apply for and obtain various forms of assistance, such as tax credits, respite and government subsidies. Thanks to **Finautonome!**

Don't hesitate to contact them for further information or requests:



<https://www.finautonome.org/>

Mindy Canto
Accompaniment service
FINAUTONOME
EMAIL: aide@finautonome.org

OTHER MATTERS CPM IS CURRENTLY ADVOCATING

- Free parking for users undergoing treatment in oncology, dialysis and neonatal care.
- For a solid public health network and against private agencies
- For home care, including medical visits
- For a more efficient system of home care employment-service paycheque

UPCOMING EVENTS

- Virtual CPM Annual General Meeting on Thursday, June 13, 2024
- In-person celebrations for the 50th anniversary of the founding of the Conseil pour la protection des malades on September 24, 2024 (an initiative of the Claude-Brunet Foundation).

***KEEP US INFORMED:
ABUSE AND THE NEEDS OF THE USERS REQUIRE
ACTION ALL YEAR LONG.***

THANK YOU FOR
YOUR LOYALTY!

The Conseil pour la protection des malades Team

- M^e Paul G. Brunet, President, Chief Executive Officer, and Chairman of the Board — **Montréal**
- Mr. Pierre Hurteau, Vice-Chairman, affiliated Users' Committee Residents, Committee of the CHSLD Camille-Lefebvre — **Lachine**
- Ms. Micheline Boucher-Granger, Treasurer, Co-opted member — **Laval**
- Ms. Ginette Boisvert, Secretary, affiliated Users' Committee, Centre d'hébergement Christ-Roi — **Mauricie and Centre-du-Québec**
- Ms. Nicole Johnson, Administrator, Co-opted member — **Gaspé**
- Ms. Marielle Raymond, Administrator, affiliated Users' Committee, Centre hospitalier régional du Grand-Portage — **Rivière-du-Loup**
- Mr. Daniel Pilote, Administrator, Co-opted member — **St-Jean-sur-Richelieu**
- Ms. Seeta Ramdass, Administrator, Users' Committee Lethbridge Layton-Mackay — **Montréal**
- Ms. Ginette Desmarais, Administrator, affiliated Residents' Committee, Hôpital et centre d'hébergement d'Youville — **Sherbrooke**
- Ms. Claire Morin, Administrator, affiliated Users' Committee, Hôpital de Chicoutimi — **Saguenay**
- Ms. Francine Leroux, Administrator, affiliated Users' Committee, Lake of two Mountains — **Laurentians**
- Mr. Benoit Turcotte, office manager and webmaster
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